



CAGAYAN STATE UNIVERSITY

CITIZEN'S CHARTER
2019 (1st Edition)



CAGAYAN STATE UNIVERSITY

CITIZEN'S CHARTER 2019 (1st Edition)



I. MANDATE

PRESIDENTIAL DECREE No. 1436, s. 1978

"WHEREAS, the establishment of a state university in the Province of Cagayan will provide better service in professional and technical training in the arts, sciences, humanities and technology and in the conduct of scientific research and technological studies". Merging the Cagayan Valley College of Arts and Northern Luzon College of Agriculture into a state University, transferring the college level courses of Aparri College of Fisheries, Bukig National Agricultural Colleges, Sanchez Mira Rural Vocational School, Aparri School of Arts and Trades, Gonzaga National Agricultural Vocational School, and Western Cagayan of Arts and Trades into said University, providing a charter for this purpose, and appropriating funds therefor.

II. VISION

CSU is a University with global stature in the arts, culture, agriculture and fisheries, the sciences as well as technological and professional fields.

III. MISSION

Cagayan State University shall produce globally competent graduates through excellent instruction, innovative and creative research, responsive public service and productive industry and community engagement.

IV. SERVICE PLEDGE

The Administrators, faculty members, and employees of the Cagayan State University do hereby pledge to render service as efficiently as the laws require and the circumstances may allow. We shall not unduly delay the processing of transactions and shall act on all requests for action in the most expeditious manner possible in accordance with the provisions of our Citizens' Charter and the provisions of law.



LIST OF SERVICES

Accounting Office	6
Validation of Enrolment	7
Issuance of Examination Permit For Opt-Out Students	9
Signing of Certificate of Enrollment and Billing	10
Issuance of Statement of Accounts of Students	11
Adjustment of Assessment Due to Scholarship Discount and Petition	12
Adjusting of Fees Due to Cancelling of Enrollment and Dropping of Subject	13
Processing of Refunds for Students	14
Signing of Student Clearance (Terminal & For Transfer)	15
Admission's Office	16
Admission of Incoming College Freshmen/Transferees	17
Auxiliary Service Office	19
Application, Reservation and Approval for the Use of CSU of Andrews Facilities	20
Payment of CSU Andrews Canteen Bills	21
Application for CSU Andrews Canteen Lease	22
Bids and Awards Committee	24
Government Procurement – Alternative Mode of Procurement	25
Government Procurement – Competitive Bidding	27
Cashier's Office	29
Collection of Fees	30
Releasing of Cash (Salaries & Financial Assistance/Scholarship)	31
Releasing of Checks	32
Guidance and Counseling Center	33
Referral Service	34
Issuance of Certificate of Good Moral Character	35
Counseling Service	36
Human Resource Management Office	37
Request for Service Record	38
Request for Certificate of Employment & Compensation	39
Processing of Application of Hiring, Promotion	40



Preparation of Salary Payroll and Other Benefits Per College / Office	41
Library Office	45
Circulation – Borrowing of Library Materials	46
Circulation – Returning of Library Materials	47
Inter-Library Loan Services	48
Internet/E-Library Services	49
Internet/E-Library Printing Services	50
Medical and Dental Services	51
Medical Consultation, Examination and Counseling	52
First Aid Treatment	53
Issuance of Medical Certificate Prior to Internship/ On The Job Training (OJT) Or Athletic Competition	54
Dental Examination and Consultation	55
Dental Treatment	56
Registrar’s Office	58
Procedures for The Enrollment of Freshmen	59
Procedures for The Enrollment of Old Students	60
Procedures for The Enrollment of Transferee	61
Procedures for The Maiden Issuance of Official Transcript of Records	63
Procedures for The Re-Issuance of Official Transcript of Records	64
Procedures for The Issuance of Certificate of Grades	65
Procedures for The Issuance of Certification of Authentication and Verification (CAV)	66
Procedures for The Re-Issuance of Diploma	67
Procedures for Adding/Cancelling/Dropping of Subjects	68
Procedures for The Rectification of Grades	69
Procedures for The Completion of Grades	70
Procedures for Dropping Out	71
Procedures for The Issuance of Honorable Dismissal	72
Supply Office	73
Procurement	74



Office of Student Development and Welfare	75
University Based Scholarship (Graduate School, College of Law, College of Medicine)	76
University Based Scholarship (Undergraduate Financial Incentive Program)	77
Private Based and Government Based Scholarship	79
Student Assistantship	80
Accreditation and Re-Accreditation of Student Organization	82
Application for The Special Program for the Employment of Students or Ra 9547	84
Approval of Conduct of Student Activities (Campus Level)	87
Approval of Conduct of Student Activities (University Level)	88
Signing of Student Clearance	89
Student Publication Editorial Board Screening	90
Issuance of Certifications On Scholarship, Leadership, Journalism, And Advisorship	92



ACCOUNTING OFFICE



1. VALIDATION OF ENROLMENT

This is a process by which students become officially enrolled in classes for a given semester.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Assessment Form – 1 copy		Registrar’s Office		
Official Receipt – 1 copy		Cashier’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
For Opt-Out Students				
1. Presents Assessment Form and Official Receipt.	1. Receives the Assessment Form and Official Receipt from the student.	None	1 minute	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS).	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. If reconciled, validates the enrollment.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
4. Waits for the processing of the service.	4. Stamps “Officially Enrolled” and affixes signature on the Assessment Form.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
5. Waits for the processing of the service.	5. If not reconciled, the assessment officer determines the reason of the difference. If the difference pertains to fees, he checks and re-prints the assessment form. Registrar’s office reprints new assessment form but if the difference pertains to other student data, he requests the student to clarify with the Registrar’s Office.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
6. Receives the Assessment Form	6. Releases copy of Assessment Form to student.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office



Total:		None	7 minutes & 15 seconds	
FOR OPT-IN STUDENTS				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Assessment Form	1. Receives the Assessment Form from the student.	None	1 minute	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS).	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. If reconciled, posts discounts then validates the enrollment	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
4. Waits for the processing of the service.	4. Stamps "Officially Enrolled" and affixes signature on the Assessment Form.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
5. Waits for the processing of the service.	5. If not reconciled, the assessment officer determines the reason of the difference. If the difference pertains to fees, he checks and re-prints the assessment form. Registrar's office reprints new assessment form but if the difference pertains to other student data, he requests the student to clarify with the Registrar's Office.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
6. Receives the Assessment Form	6. Releases copy of Assessment Form to student.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
Total:		None	7 minutes & 15 seconds	



2. ISSUANCE OF EXAMINATION PERMIT FOR OPT-OUT STUDENTS

This is a process of issuing examination permits to officially enrolled students and to ensure collection of fees required as of examination period.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements			Where to Secure	
Assessment Form – 1 copy			Registrar’s Office	
Official Receipt – 1 copy			Cashier’s Office	
Promissory Note – 1 copy			Accounting Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR OPT-OUT STUDENTS				
1. Presents Assessment Form or Official Receipt	1. Receives the Assessment Form or Official Receipt from the student	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies balance of fees required to be paid on the examination period. Promissory notes are accepted in case students cannot pay the required amount of fees.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. Prints and signs the examination permit	None	1 minute	<i>Assessment Clerk</i> Accounting Office
4. Waits for the processing of the service.	4. Stamps “PERMIT ISSUED” on the Assessment Form/Official Receipt of student	None	30 seconds	<i>Assessment Clerk</i> Accounting Office
5. Receives the Assessment Form/Official Receipt and Permit	5. Releases the Permit and Assessment Form/Official Receipt	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
	Total:	None	3 minutes & 45 seconds	
FOR OPT-OUT STUDENTS				
1. Presents Assessment Form	1. Receives the Assessment Form or Official Receipt from the student	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Prints and signs the examination permit	None	1 minute	<i>Assessment Clerk</i> Accounting Office



3. Waits for the processing of the service.	3. Stamps "PERMIT ISSUED" on the Assessment Form/Official Receipt of student	None	30 seconds	Assessment Clerk Accounting Office
4. Receives the Assessment Form and Permit	4. Releases the Permit and Assessment Form/Official Receipt	None	10 seconds	Assessment Clerk Accounting Office
Total:		None	1 minutes & 45 seconds	

3. SIGNING OF CERTIFICATE OF ENROLLMENT AND BILLING

This is a process of ensuring that officially enrolled students are given correct certification upon request.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Certificate of Enrollment and Billing – 1 copy		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Certificate of Enrollment and Billing	1. Receives the Certification form issued by the Registrar Office	None	5 seconds	Assessment Clerk Accounting Office
2. Waits for the processing of the service.	2. Verifies record of student	None	2 minute	Assessment Clerk Accounting Office
3. Waits for the processing of the service.	3. Forwards the Certification to the University Accountant for signature	None	1 minute	Assessment Clerk Accounting Office
4. Waits for the processing of the service.	4. Signs the Certification.	None	30seconds	Assessment Clerk Accounting Office
5. Receives the Certificate of Enrollment and Billing	5. Releases the Certification	None	10 seconds	Assessment Clerk Accounting Office
Total:		None	3 minutes & 45 seconds	



4. ISSUANCE OF STATEMENT OF ACCOUNTS OF STUDENTS

This is a process of ensuring that officially enrolled students are given updated Statement of Accounts.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Request Form		Accounting Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents Request Form and Official Receipt	Receives the Request form and Official Receipt from the Student.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Checks the SOA for any unusual entries. If none, print, then signs it	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	If there are unusual entries, inquiries from the student and Registrar.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	If resolved, prints the SOA, then signs it	None	30 seconds	<i>Assessment Clerk</i> Accounting Office
Receives the SOA	Release the SOA to student.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
Total:		None	7 minutes & 50 seconds	



5. ADJUSTMENT OF ASSESSMENT DUE TO SCHOLARSHIP DISCOUNT AND PETITION

This is a process of adjusting students' ledger due to scholarship, discount and petition.

Office or Division:	Accounting Office – Assessment Section				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may Avail:	Student				
Checklist of Requirements			Where to Secure		
Assessment Form			Registrar's Office		
Petition Letter			Dean's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
FOR SCHOLARSHIP AND DISCOUNT					
1. Presents Assessment Form.	1. Receives copy of Assessment Form from students.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office	
2. Waits for the processing of the service.	2. Verifies the validity of the claim.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office	
3. Waits for the processing of the service.	3. Adjusts ledger.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office	
4. Waits for the processing of the service.	4. Stamps "POSTED" on the request form.	None	30 seconds	<i>Assessment Clerk</i> Accounting Office	
5. Receives the (1) copy of Drop-out Form	5. Releases Assessment Form to student.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office	
Total:		None	2 minutes & 40 seconds		
FOR PETITION SUBJECT					
1. Presents approved Petition Letter.	1. Receives copy of approved Petition letter from students.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office	
2. Waits for the processing of the service.	2. Verifies with the HR Office the rate of Faculty who will handle the petition subject.	None	15 minutes	<i>Assessment Clerk</i> Accounting Office	
3. Waits for the processing of the service.	3. Adjusts ledger.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office	
4. Receives the Assessment Form	4. Prints and releases new Assessment Form to student.	None	1 minute	<i>Assessment Clerk</i> Accounting Office	
Total:		None	18 minutes & 10 seconds		



6. ADJUSTING OF FEES DUE TO CANCELLING OF ENROLLMENT AND DROPPING OF SUBJECT

This is a process of ensuring that adjustment of fees of students due to cancellation of enrollment and dropping of subject is valid, accurate and authorized.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Drop-out Form – 2 copies		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR SCHOLARSHIP AND DISCOUNT				
1. Presents Drop-Out Form	1. Receives copy of supporting documents from students.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Retrieves record of the student and verifies on the data base.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. Checks completeness, correctness and validity of supporting document.	None	3 minutes	<i>Assessment Clerk</i> Accounting Office
4. Waits for the processing of the service.	4. If there are no problems with the supporting documents, adjusts assessment of the student and stamps "ADJUSTED" on the request form.	None	2 minutes	<i>Assessment Clerk</i> Accounting Office
5. Receives the (1) copy of Drop-out Form	5. Releases one (1) copy of form to student.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
Total:		None	7 minutes & 15 seconds	



7. PROCESSING OF REFUNDS FOR STUDENTS

This is a process of ensuring that claims for refunds of students are valid, accurate and with complete supporting documents and that overpayment of students are being refunded to them.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements			Where to Secure	
Assessment Form			Registrar's Office	
Official Receipt			Cashier's Office	
Request for Form			Accounting Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
FOR SCHOLARSHIP AND DISCOUNT				
Presents Request Form for Refund, Assessment and Official Receipt	Receives request form together with supporting documents from the students.	None	1 minute	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Verifies validity of the claim and completeness of supporting documents.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Informs client if not valid and if with incomplete supporting documents.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	If valid and complete, accepts the documents for processing.	None	30 seconds	<i>Assessment Clerk</i> Accounting Office
Waits for the processing of the service.	Prepares Disbursement Voucher and records on logbook.	None	5 minutes	<i>Assessment Clerk</i> Accounting Office
Total:		None	7 minutes & 50 seconds	



8. SIGNING OF STUDENT CLEARANCE (TERMINAL & FOR TRANSFER)

This is a process ensuring that student has fully paid his school fees and other financial obligation to the university before signing the clearance.

Office or Division:	Accounting Office – Assessment Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student			
Checklist of Requirements		Where to Secure		
Clearance Form		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Clearance Form	1. Receives the clearance form.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
2. Waits for the processing of the service.	2. Verifies on the database if the student has no balance and has paid the graduation fee. If so, signs the clearance for and on behalf of the University Accountant.	None	4 minutes	<i>Assessment Clerk</i> Accounting Office
3. Waits for the processing of the service.	3. If otherwise, informs the student to settle the balance at the Cashier's Office.	None	10 seconds	<i>Assessment Clerk</i> Accounting Office
4. Waits for the processing of the service.	4. If settled, signs the clearance for and on behalf of the University Accountant.	None	30 seconds	<i>Assessment Clerk</i> Accounting Office
5. Receives the Clearance Form	5. Returns the clearance form to student.	None	5 seconds	<i>Assessment Clerk</i> Accounting Office
Total:		None	4 minutes & 50 seconds	



ADMISSION'S OFFICE



1. ADMISSION OF INCOMING COLLEGE FRESHMEN/TRANSFEREES

Conducts the Admission Test to incoming College Freshmen who intend to Enroll in a Baccalaureate Program

Office or Division:	Academics Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduating Senior High School Students; Transferees			
Checklist of Requirements		Where to Secure		
Photocopy of school ID (1 copy)/ Any valid ID (1 copy)		School currently enrolled in/ LTO, Comelec, PhilPost		
Certification of Enrolment in Grade 12 (1 copy)		Registrar's Office of School currently enrolled in		
Certified true copy of grade (1 copy for transferees)		Registrar's Office of School Currently Enrolled in		
1x1 ID Picture with white background (2 copies)		Provided by the enlistee		
Authorization Letter from the Registrant (1 copy, if registrant fails to submit requirements personally)		From the Registrant		
Registration Form for the CAT		Admission Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit requirements & enlist for the Admission test	1. Assist the client in filling-out the registration form.	None	5 minutes	<i>Admission office's Staff/ Admission Director</i> Admission's Office
2. Receives information about schedule & testing venue of the CAT	2. Disseminate / inform the registered examinees of the schedule of testing, testing venues & room assignments	None	2 minutes	<i>Admission Office's Staff/ Admission Director</i> Admission's Office
3.Takes the College Admission Test	3. Administers the CAT simultaneously in all Campuses of the University	None	3 ½ hours	<i>Campus Academic Coordinators, Examiners, Proctors, Admission Office staff, Admission Director</i> Admission's Office
4. Receives the CAT result (On-line viewing of CAT ratings)	4. Releases CAT result On-line	None	2 ½ months to wait for the result 2 minutes to view the result	<i>IT Staff</i> <i>Admission Director</i> Admission's Office



5. Secures Certificate of CAT rating	5. Validates and Releases CAT Certificates	None	3 minutes	<i>Admission office Staff, Admission Director</i> Admission's Office
Total:		None	2 ½ months to wait for release of the results 3 hours and 42 minutes to complete all activities	



AUXILIARY SERVICE OFFICE



1. APPLICATION, RESERVATION AND APPROVAL FOR THE USE OF CSU OF ANDREWS FACILITIES

Government- Business transaction (application, reservation and use of CSU Facilities by non-campus affiliated agency or private agency with pay), and

Auxiliary Services Office of the Cagayan State University – Considers Government-Citizen Transaction (application, reservation and use of Facilities by students, faculties, college departments).

Government – Government (application, reservation and use of CSU Facilities by partnered-agency of CSU and other Government Office subject for approval)

Office or Division:	Auxiliary Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Freshmen students; CSU Employees and, Non-Campus affiliated Agency			
Checklist of Requirements		Where to Secure		
Request Letter- From the requesting party		Auxiliary Services Office		
Request Form and Payment Slip				
*Request Form (must attach the approved letter of the conduct of a particular activity by the CEO)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present Letter with the approval of the Campus Executive officer, if non-campus affiliated agencies or individuals explain the conditions of reservation.	1. Review the validity of the request and availability of the item/s to be used or borrowed	-	3 minutes	<i>Auxiliary Staff</i> Auxiliary Office
2. Fill up the Request Form	2. Signed and approved by the Director		5 minutes	<i>Auxiliary Director</i> Auxiliary Office
3. If approved, wait for the payment slip	3. Issues Payment Slip		1 minutes	<i>Auxiliary Staff</i> Auxiliary Office
4. Proceeds for the Cashier's Office for Payment, (only for those non-campus affiliated agencies individuals)	4. Collects Payment and issues Official Receipts	P25,000.00 / day for 8 hrs. (Convention Center) P 1,500.00 / hr (Gymnasium)	3 minutes	<i>Cashier's Office Staff</i> Cashier's Office



5. Proceeds at the Auxiliary Office to submit the official receipts	5. Files the submitted documents and receipts. Prepares the venue, equipment and other materials requested.	-	-	Auxiliary Staff Auxiliary Office
Total		0	12 minutes	

2. PAYMENT OF CSU ANDREWS CANTEEN BILLS

Payment for the monthly rentals, electric and water bills on the first week of the following month

Office or Division:	Auxiliary Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Business Owners			
Checklist of Requirements		Where to Secure		
Billing Statement		Auxiliary Service Office		
Official Receipts of the electric and water bills				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Billing Statement (Rental, electricity and water).	1. Provides the Document	-	5 mins	Auxiliary Staff Auxiliary Office
2. Receive documents, proceeds at the Cashier's Office and pay the monthly bills.	2. Receives payment and Issues Official Receipts.	P4,000.00 for stalls rental, P1,500.00 for the food cart rental) *Electric and water bills depends on actual surcharge	10 mins	Auxiliary Staff Auxiliary Office Cashier's Office Staff Cashier's Office
3. Submits Official Receipt	3. Reflects payment to the Lessee's Ledger	-	10 mins	Auxiliary Staff Auxiliary Office
Total:			22 mins	



3. APPLICATION FOR CSU ANDREWS CANTEEN LEASE

Rental of Stalls for the whole year inside the Campus

Office or Division:	Auxiliary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Business Owners			
Checklist of Requirements		Where to Secure		
Letter of Intent		Auxiliary Service Office		
Application Form				
Business Slot Application Form				
Business Permit		Mayor's Office		
Health Permit		Rural Health Unit		
BFP Safety Certification		Bureau of Fire Protection		
DTI Permit		Department of Trade and Industry		
Product Listings, Crew Roster and Facility Layout		Lessee		
Contract of Lease		Auxiliary Service Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits Letter of Intent	1. Receives and review the document submitted	-	2 mins	<i>Auxiliary Staff</i> Auxiliary Office
2. (If approve) Request for Business Slot Application Form and Fills-up the Document	2. Receives the document and verify the completeness	-	3 mins	<i>Auxiliary Staff</i> Auxiliary Office
3. Submit other required documents	3. Receives and peruses documents	-	15 mins	<i>Canteen Manager/</i> <i>Auxiliary Staff</i> Auxiliary Office
	3.1. Files the document submitted	-	2 mins	<i>Auxiliary Staff</i>
	3.2. Determines the capability of the applicant and forwards the recommendation to the Director of Auxiliary and Vice President for the Administration and Finance	-	1 - 3 days	<i>Canteen Manager/</i> <i>Auxiliary Staff</i> Auxiliary Office
	3.3. Prepares contracts of lease	-	15 mins	<i>Auxiliary Staff</i> Auxiliary Office
4. Signs the Contract of Lease	4. Instructs the client to have the contract notarized	-	10 mins	<i>Canteen Manager and</i> <i>Auxiliary Director</i> Auxiliary Office



5. Submits accomplished Contract of Lease	5. Receives and files document. 5.1. Prepares Billing Statement for rental deposit and advance	-	5 mins	<i>Canteen Manager</i> Auxiliary Office
6. Pays rental deposit and advance to the University Cashier	6. Receives payment and issues official receipts	P4,000.00 for stalls rental, P1,500.00 for the food cart rental)	5 mins	<i>Cashier's Office Staff</i> Cashier's Office
7. Shows Official Receipt (OR)	7. Prepares and reflects payment on the lessee's ledger	-	10 mins	<i>Auxiliary Staff</i> Auxiliary Office
Total:				



BIDS AND AWARDS COMMITTEE



1. GOVERNMENT PROCUREMENT – ALTERNATIVE MODE OF PROCUREMENT

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	Government to Business Entity Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Doc. 1 – Purchase Request			Supply Office	
Doc. 2 – Earmarked Purchase Request			Budget Office	
Doc. 3 - PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Receive and log the Requisition and Issuance Slip or Purchase Request (earmarked).		1 day	<i>BAC Secretariat BAC Office</i>
	2. Evaluate technical specifications of goods/services/infrastructure projects. If technical specifications are incorrect, PRs shall be returned to the end-users.			
	3. Except for those with ABCs equal to Fifty Thousand Pesos (50,000.00) and below, RFQs shall be posted for a period of three (3) calendar days in the PhilGEPS website, website of the Procuring Entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring Entity.		4 days	
	4. If for the purchase of goods, issue Request for Quotation to at least three (3) suppliers of good standing (technically, legally, and financially capable).			
	5. Retrieve the Request for Quotation.		7 days	



	6. Evaluate the Request for Quotations through a meeting.			<i>BAC Chair and Members</i> BAC Office
	7. Prepare the Abstract of Quotation.			<i>BAC Secretariat</i> BAC Office
	8. Recommend to HOPE to award the Contract to Lowest Responsive Bidder			<i>BAC Chair and Members</i> BAC Office
	9. Prepare Minutes of the Meeting.			<i>BAC Secretariat</i> BAC Office
	10. Award the contract to Lowest Responsive Bidder and Approve the contract - Abstract of Quotation.		2 days	<i>HOPE</i>
	11. In case of alternative mode of procurement other than small value procurement, prepare the resolution pertaining to the mode of procurement.			
	12. If necessary, consolidate the PRs with the same nature of goods and services. 12.1. Transmit the Abstract of Quotation to Supply office.		1 day	<i>BAC Secretariat</i> BAC Office
Total:			15 days	



2. GOVERNMENT PROCUREMENT – COMPETITIVE BIDDING

Procurement of Goods, Infrastructure Projects and Consulting Services

Office or Division:	Bids and Awards Committee and The Secretariat			
Classification:	Highly Technical			
Type of Transaction:	Government to Business Entity Government to Government			
Who may Avail:	All end-user of purchase request			
Checklist of Requirements			Where to Secure	
Purchase Request			Supply Office	
Earmarked Purchase Request			Budget Office	
PPMP			Office of Purchase Request / End-user	
Client Steps	Agency Action	Fees to be Paid	Processing Day	Person Responsible
1. Client submits the properly earmarked purchase request	1. Organize Pre - Procurement Conference (if necessary). Prepare minutes of the meeting.			<i>BAC Secretariat</i> <i>BAC Office</i>
	2. Conduct pre-procurement conference with the members, TWG and end-user		7 days	<i>BAC Chair and Members</i> <i>Technical Working Group</i>
	3. Post invitation to bid or request for intent in PhilGEPS and/or in nationwide-circulated newspaper (broadsheet), website of CSU, conspicuous place of CSU.		12 days	<i>BAC Secretariat</i> <i>BAC Office</i>
	4. Organize Pre-Bid Conference.			<i>BAC Chair and Members</i>
	5. Conduct pre-bid meeting with interested contractors / suppliers / consultants.			<i>Technical Working Group</i>
	6. Schedule and organize meeting for the submission and opening of bids.			<i>BAC Secretariat</i> <i>BAC Office</i>
	7. Prepare minutes of the meeting.			<i>BAC Chair and Members</i>
	8. Update supplemental Bid bulletin (to be posted in PhilGEPS).			<i>Technical Working Group</i>
	9. Prepare and distribute Bidding Documents.			<i>BAC Secretariat</i> <i>BAC Office</i>



	10. Send invitation letters to COA; two non-government organizations; end-users, TWG; and observers.			
	11. Receive SEALED bidding documents from interested bidders marking the date and time they are accepted and logged.		1 day	BAC Chair and Members Technical Working Group
	12. Conduct opening of bids and bid evaluation.			
	13. Prepare minutes of the meeting.			
	14. Post-qualify the bidder with lowest calculated bid.		1 day	BAC Chair and Members
	15. Recommend to the HOPE the award of contract to the bidder with the lowest calculated responsive bid.		2 days	Technical Working Group
	16. Prepare minutes of the meeting.			BAC Secretariat BAC Office
	17. Approve the Resolution / Issue the Notice of award.			HOPE
	18. Contract Preparation and Signing.		3 days	
	19. Approval of contract of Higher Authority.			
	20. Issue the Notice to Proceed.			
	21. Post the Notice of Award in PhilGEPS.			
	22. Post the Notice to Proceed and the approved contract in PhilGEPS.			BAC Secretariat BAC Office
Total:			26 days	

The “processing time” was changed to “processing day” due to the impossibility of quantifying in minutes the procurement stages. However, the law has determined the minimum and maximum period to conduct each stage.



CASHIER'S OFFICE



1. COLLECTION OF FEES

To ensure the process in collection accurately

Office or Division:	Cashier's Office			
Classification:	Simple, Complex & Highly Technical			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government			
Who may Avail:	Students; Outside Clients			
Checklist of Requirements		Where to Secure		
Assessment Form		Registrar's Office		
Payment Slip		Registrar's Office/Business Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Assessment Form/School ID or duly accomplished Payment Slip	1. Receives Assessment Form/School ID or duly accomplished Payment Slip	It varies on the payment slip issued by the concerned offices	1 minute	<i>Cashier's Office Staff</i> Cashier's Office
2. Pays amount indicated in the Payment Slip	2. Receives and Counts the Money 2.1. Print Official Receipts		1 minute	<i>Cashier's Office Staff</i> Cashier's Office
3. Receives Official Receipt / Change	3. Signs and Issues Official Receipts and gives the change (If necessary)		1 minute	<i>Cashier's Office Staff</i> Cashier's Office
Total:			(3 minutes)	



2. RELEASING OF CASH (SALARIES & FINANCIAL ASSISTANCE/SCHOLARSHIP)

To ensure that payments by cash shall be based on the approved payrolls

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff, Outside Clients			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students				
Photocopy of School ID for Students				
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents two valid ID's for Outside Clients and School ID for Faculty, Administrative Staff and Students	1. Requires Clients to sign in the payroll	None	1 minute	<i>University Cashier/ Cashier's Office Staff Cashier's Office</i>
	1.1 Requires Students to present and submit photocopy of ID		1 minute	
2. Receives money	2. Counts and releases money	None	1 minute	<i>University Cashier/ Cashier's Office Staff Cashier's Office</i>
Total:			(3 minutes)	



3. RELEASING OF CHECKS

To ensure validity, propriety of claim based on the approved disbursement voucher

Office or Division:	Cashier's Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Students, Faculty Members, Administrative Staff, Outside Clients			
Checklist of Requirements		Where to Secure		
School ID for Faculty, Administrative Staff and Students				
Any Valid ID for Other Clients (Company ID, Passport, Driver's License, SSS, Comelec, GSIS, Philhealth, Postal ID and PRC License)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents two valid ID's for Outside Clients and School ID for Faculty, Administrative Staff and Students	1. Requires Clients to sign in the received payment box of the disbursement vouchers	None	1 minute	<i>Cashier's Office Staff</i> Cashier's Office
2. Issues Official Receipt for Suppliers, Remittances and Billings	2. Receives Official Receipt (for Suppliers, Remittances and Billings)	None	1 minute	<i>Cashier's Office Staff</i> Cashier's Office
3. Receives Check	3. Releases Check	None	1 minute	<i>Cashier's Office Staff</i> Cashier's Office
Total:			(3 minutes)	



GUIDANCE AND COUNSELING CENTER



1. REFERRAL SERVICE

REFERRAL SERVICE refers to the guidance service that entails the assistance of the entire academic community. Students/clients who are deemed to be in need of guidance and counseling assistance are referred to the counselor for help.

If needed, referrals are also made to external consultants deemed experts and with authority handling cases beyond the ability of the counselor to handle.

Office or Division:	Guidance and Counseling Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Members of the academic community, Students			
Checklist of Requirements		Where to Secure		
Referral Form (1 copy)		Guidance and Counseling Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Director/Counselor of the purpose of the visit	1. Talks with the referring party about the referral	none	5 minutes	<i>Guidance Director Guidance Coordinator Guidance Counselor Guidance Office</i>
2. Referred party undergoes the counseling session	2. Conducts counseling	none	45 minutes to 1 hour	<i>Guidance Director Guidance Coordinator Guidance Counselor Guidance Office</i>
3. Signs in the Director's/Counselor's Logbook	3. Files the Intake Form	none	1 minute	<i>Guidance Director Guidance Coordinator Guidance Counselor Guidance Office</i>
Total:		none	51 minutes to 1 hour	



2. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

CERTIFICATE OF GOOD MORAL CHARACTER refers to a document given to any requesting student who does not have any pending case by the time of request.

Office or Division:	Guidance and Counseling Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
CGMC Request Form (1 copy)		Guidance and Counseling Center		
Official Receipt		Cashier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Staff of the purpose of the visit	1. Issues request form and instructs client to pay at the cashier's officer	CGMC Request Form	1 minute	<i>Guidance Staff Guidance Office</i>
2. Accomplishes the form and pays at the Cashier's Office	2. Issues the official receipt	P30.00 <i>(if the requesting party is already a graduate of the university)</i>	10 minutes	<i>Cashier's Office Staff Cashier's Office</i>
3. Gives the request form and official receipt	3. Checks the accuracy of data and prints the certificate	none	3 minutes	<i>Guidance Staff Guidance Office</i>
4. Signs in the CGMC Request Logbook	4. Signs and issues the certificate	none	1 minute	<i>Guidance Coordinator Guidance Counselor Guidance Office</i>
Total:		P30.00	15 minutes	



3. COUNSELING SERVICE

COUNSELING refers to the guidance service wherein the counselor assists the counsees in the development of a well-functioning individual primarily by enhancing and utilizing their potentials to the fullest and plan their future in accordance with their abilities, interests and needs.

Office or Division:	Guidance and Counseling Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Enrolled students who are undergoing crisis in life			
Checklist of Requirements		Where to Secure		
Intake Form (1 copy)		Guidance and Counseling Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Informs the Guidance Staff of the purpose of the visit	1. Guidance Staff endorses the client to the counselor in-charge	none	5 minutes	<i>Guidance Staff Guidance Office</i>
2. Undergoes the counseling session	2. Conducts counseling	none	45 minutes to 1 hour	<i>Guidance Director Guidance Coordinator Guidance Counselor Guidance Office</i>
3. Signs in the Director's/Counselor's Logbook	3. Files the Intake Form	none	1 minute	<i>Guidance Director Guidance Coordinator Guidance Counselor Guidance Office</i>
Total:		none	51 minutes to 1 hour	



HUMAN RESOURCE MANAGEMENT OFFICE



1. REQUEST FOR SERVICE RECORD

Duration of Government Service from employment, promotion, retirement/ resignation/ transfer as well as salary received per month

Office or Division:	Administrative /HR			
Classification:	(Simple)			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Request form (HR Form#3501)		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Form and Fill up the data needed	1. The personnel in-charge receives the request form, reviews the completeness of requirements, and prepares the Service Record	0	25 mins.	<i>HR Staff</i> HR Office
2. Client waits at the waiting area	2. Review, signing by authorized officials, and Sealing of Service Record	0	10 mins.	<i>HRMO</i> HR Office <i>Records Officer</i> Records Office
3. Receiving of the document	3. Releasing of service record	0	1 min	<i>HR Staff</i> HR Office
Total:		0	36 minutes	



2. REQUEST FOR CERTIFICATE OF EMPLOYMENT & COMPENSATION

Indication of First Day of Service, Position and Designation, compensation of the Employee Concerned

Office or Division:	Administrative /HR			
Classification:	(Simple)			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Request form (HR Form#3501)		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. Secure Request Form and Fill up the data needed	1. The personnel in-charge receives the request form, reviews the completeness of requirements, and prepares the Service Record	0	25 mins.	<i>HR Staff</i> HR Office
2. Client waits at the waiting area	2. Review, signing by authorized officials, and Sealing of Service Record	0	10 mins.	<i>HRMO</i> HR Office
3. Receiving of the document	3. Releasing of the document	0	1 min	<i>HR Staff</i> HR Office
Total:		0	36 minutes	



3. PROCESSING OF APPLICATION OF HIRING, PROMOTION

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated

Office or Division:	Administrative /HR			
Classification:	(Complex)			
Type of Transaction:	(G2C – Government to Citizen)			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
HR Form#3508- 4 copies		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
1. The client accomplishes and submits the requirements/ submits for review as to completeness	1. The HRM Officer receives the request form, reviews the completeness of requirements, and instructs the client to return after 7 working days.	0	5 mins	HRMO HR Office
	1.1 The HRM Officer prepares the appointment and processes it in accordance to the requirements set by the CSC		3 days	HRMO/ HR Staff HR Office
	1.2 HR signs the certification as to compliance of supporting documents and Submission to CSC for Confirmation/ attestation		3 days	HRMO HR Office
	1.3. VP signs the certification as to qualification requirements			VPAF VPAF Office
	1.4. The President approves the appointment			University President President's Office
2. Receiving of the document	2. Releasing of the document	0	1 min	HRMO HR Office
Total:		0	1 week/ 7 days	



4. PREPARATION OF SALARY PAYROLL AND OTHER BENEFITS PER COLLEGE / OFFICE

Processing of compensation of employees earned for the period including benefits entitlement

Office or Division:	Administrative /HR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Daily Time Record (DTR)		HR Office		
Application for Leave		HR Office		
Summary of Attendance (F-HRMO-3506)		HR Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Persons Responsible
<p>1. The client requests his/her printed DTR from the HR Office, accomplishes the DTR, and submits it to the HRMO through his/her immediate supervisor not later than the 3rd working day of the month. In case of travels on OB or OT, Travel Orders & Certificate of Appearance must be attached to the DTR.</p> <p>2. The client receives his/her salary through his/her bank account.</p>	<p>1. The HR staff receives the DTRs and checks the completeness of the data reflected in the DTR including Travel Orders & Cert. of Appearance.</p> <p>2. The HR Staff posts absences; tardiness/ under time in the leave card on the same day, and make a Summary of Report Attendance, reflecting leave of absence w/out pay for deduction.</p> <p>3. The HR staff prepares a summary list of employees w/out DTR's & supporting papers.</p> <p>4. The HRMO reviews and certifies</p>	<p>0 Approval/ Granting of Benefits in accordance to DBM ruling.</p>	<p>3 working days</p>	<p><i>HR Staff, HRMO, CAO HR Office</i></p>



	<p>the correctness of summary of attendance.</p> <p>5. The Payroll In-charge prepares the payroll, voucher for salaries, Pay Slips, & Remittances for GIS; Philhealth, HDMF, BIR and Bank Loans.</p> <p>6. The HRMO check/validates the payroll prepared.</p> <p>7. The Chief Adm. Officer signs the payroll</p> <p>8. The HR Staff record & release the payroll, vouchers and remittances and forward to the Budget Office</p> <p>9. The Budget Office prepares for the Obligation and Request Status and determines the fund code they used to pay salaries of the employees</p> <p>10. The Budget office sends the obligated disbursement vouchers to the Accounting Office</p> <p>11. The Accounting Office receives the transactions, and the Clerk responsible for the processing of salaries will be the one to review and</p>			
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--



	<p>finalize the amount before it will be signed by the University Accountant</p> <p>12. The Processing Clerk logs the documents once it is signed by the University Accountant and forwards it to the person-in-charge of ADA/LDAP.</p> <p>13. One the transactions has been issued ADA/LDAP, the processing clerk will forward the documents to the University Finance Management Officer (CFMO) for her initials beside the name of the Vice-President for Administration and Finance</p> <p>14. The staff of CFMO records and disposes the documents to the Cashier's Office for recording and proper issuance of CHECKs and signing of ADAs/LDAPS</p> <p>15. The University Cashier will review and signs the LDAPs/ADAs and CHECKS.</p> <p>16. The staff of the Cashier's Office sends the signed</p>			
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--



	<p>CHECKS, VOUCHERS, ADAs/LDAPS to the Office of the Vice-President for Administration and Finance for final reviewing and signing.</p> <p>17. The Office of the Vice-President for Administration and Finance accepts all the documents. The VPAF Financial Analyst reviews all the documents before the VPAF signs all the documents.</p> <p>18. The VPAF staff returns all the documents to the Cashier's Office once it is completely signed by the VPAF.</p> <p>19. The Cashier's Office will go to bank to deposit the LDAPs/ADAs and to encash checks which will put into a pay slip.</p>			
	Total:		3 days	



LIBRARY OFFICE



1. CIRCULATION – BORROWING OF LIBRARY MATERIALS

This covers the process of lending of library material in the library.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Searches the library material using the Web-OPAC and jots down its corresponding Call Number	1. Assists the client in locating the library material	None	2 Minutes	<i>Library Staff</i> Library Office
2. Presents the library material together with the Library Identification Card to the Librarian	2. Checks out the library material to the name of the client and prints two (2) copies of transaction receipt utilizing the Library Automated System	None	1 Minute	<i>Library Staff</i> Library Office
3. Receives the library material and transaction receipt	3. Issues the library material together with a copy of the transaction receipt and files the duly signed copy of the transaction receipt	None	2 Minutes	<i>Library Staff</i> Library Office
Total:		None	5 Minutes	



2. CIRCULATION – RETURNING OF LIBRARY MATERIALS

This covers the process of returning of borrowed library material

Office or Division:	Library			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Transaction Receipt		Library – Circulation Services		
Payment Order Form (If overdue)		Library – Circulation Services		
Official Receipt (if overdue)		Cashier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the borrowed library material to the Librarian	1. Inspects and checks in the library material utilizing the Library Automated System. Verifies the due date of the borrowed library material; 1.1. If overdue, prints the Payment Order Form and instructs the client to pay the overdue fine/penalty to the Cashier	None	2 Minutes	<i>Library Staff</i> Library Office
2. Pays the computed amount to the Cashier	2. Facilitates the payment process	None	10 Minutes	<i>University Cashier</i> Cashier's Office
3. Present the Official Receipt and submits the Payment Order Form duly signed by Cashier to the Librarian	3. Clears the overdue penalty from the Automated System and files the Payment Order Form	None	1 Minute	<i>Library Staff</i> Library Office
Total:		None	13 Minutes	



3. INTER-LIBRARY LOAN SERVICES

This covers the procedure in accommodating clients coming from other schools or institutions through referrals.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Identification Card		Any valid Identification Card		
Referral Letter		Referring Institution		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Referral Letter and Identification Card to the Librarian	1. Receives and files the Referral Letter to its corresponding folder	None	1 Minute	<i>Library Staff</i> Library Office
2. Fills up the Inter-Library Loan Services Log Sheet	2. Assists the client in searching information needs	None	1 Minute	<i>Library Staff</i> Library Office
Total:		None	2 Minutes	



4. INTERNET/E-LIBRARY SERVICES

This covers the procedure in utilizing the available resources in the E-Library section.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Surrenders the Library Identification Card to the Internet Section In-Charge	1. Logs the “time in” utilizing the E-Library Attendance Monitoring System and assigns a Computer Terminal Number for the client	None	1 Minute	<i>Library Staff</i> Library Office
2. Upon Exit: the client affirms the Computer Terminal Number to the E-Library In-Charge	2. Assists the client in searching information needs	None	1 Minute	<i>Library Staff</i> Library Office
Total:		None	2 Minutes	



5. INTERNET/E-LIBRARY PRINTING SERVICES

This covers the process of printing and payment of information or documents researched by the clients.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty Members, Administrative Personnel, Administrators, Researchers			
Checklist of Requirements		Where to Secure		
Library Identification Card		Library – Circulation Services		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Saves the researched information or document with preferred format (e.g., pdf, html, docx, pptx, xlsx, etc.) into the “My Documents folder” of the Computer Terminal or Flash Drive. Requests for printing from the E-Library In-Charge; Affirms the filename of the document and its corresponding Computer Terminal Number or Flash Drive to the E-Library In-Charge	1. Retrieves and prints the document from the shared document folder of the Computer Terminal Number or Flash Drive	Php.3.00 per page (A4 size) Php.4.00 per page (Long size)	4 Minutes	<i>Library Staff</i> Library Office
2. Pays corresponding amount of printing; 2.1. Fills up the Log Sheet for Printing	2. Receives and verifies the payment for printing services	None	1 Minute	<i>Library Staff</i> Library Office
Total:		Php.3.00 per page (A4 size) Php.4.00 per page (Long size)	5 Minutes	



MEDICAL AND DENTAL SERVICES



1. MEDICAL CONSULTATION, EXAMINATION AND COUNSELING

Students, Faculty and personnel of CSU who have medical concerns are assessed and treated in the University Clinic

Office or Division:	University Clinic			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		Clinic		
History Form		Clinic		
Prescription Form		Clinic		
Lab Request Form		Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	1. Assists the client in signing the logbook	None	1 minute	<i>Nurse/ Clerk</i> University Clinic
2. Verbalizes chief complaints.	2. Asks series of questions pertaining to chief complaints of the patients.	None	5 minutes	<i>Nurse/ Clerk</i> University Clinic
3. Subjects himself for initial physical examination.	3. Gets vital signs.	None	3 minutes	<i>Nurse</i> University Clinic
4. Subjects himself for medical examination.	4. Conducts a thorough history and physical examination	None	10 minutes	<i>Physician</i> University Clinic
5. Receives treatment form	5. Issues prescription or lab request form for further diagnostics	None	2 minutes	<i>Physician</i> University Clinic
6. Receives initial dose of medicine for the temporary relief of symptoms or asks to come back for further consultation if symptoms persist.	6. Dispenses initial dose of medicine or request the patient to go for further laboratory test/s if symptoms persist.	None	2 minutes	<i>Nurse</i> University Clinic
7. Receives health teaching from the providers.	7. Provides health teaching to the patient.	None	5 minutes	<i>Physician/Nurse</i> University Clinic
Total:		NONE	28 MINUTES	



2. FIRST AID TREATMENT

Students, Faculty and personnel of CSU who required immediate medical attention are managed accordingly and referred as needed

Office or Division:	University Clinic			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements			Where to Secure	
Logbook			Clinic	
History Form			Clinic	
Prescription Form			Clinic	
Lab Request Form			Clinic	
Referral Form			Clinic	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbalizes chief complaints	1. Takes vital signs.	none	1 minute	<i>Nurse</i> University Clinic
2. Subjects himself for physical examination	2. Performs brief and concise history taking and physical examination.	none	2 minutes	<i>Physician</i> University Clinic
3. Receives First aid treatment	3. Provides the emergency treatment and nursing care. Physician does thorough history taking and physical examination.	None	10 minutes to 15 minutes	<i>Physician/Nurse</i> University Clinic
4. If required, he/she is advised hospital referral for further management	4. If required, issues Referral Form to Hospital or Specialist Doctor of Choice for further evaluation and management	None	1 minute	<i>Physician/Nurse</i> University Clinic
5. Receives health teaching from the provider	5. Provides health teaching	None	2 minutes	<i>Physician / Nurse</i> University Clinic
6. Signs in the logbook	6. None		1 minute	<i>Nurses/ Clerk</i> University Clinic
Total:		none	17- 22 Minutes	



3. ISSUANCE OF MEDICAL CERTIFICATE PRIOR TO INTERNSHIP/ON THE JOB TRAINING (OJT) OR ATHLETIC COMPETITION

Medical Clearance as required by different courses are issued to senior students before they are allowed to undergo On the job training/internship or engaging in athletic completion.

Office or Division:	University Clinic			
Classification:	simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Letter of Request for issuance of Medical certificate (1 copy)		COLLEGE DEPARTMENT - Specific Office/Division/Desk		
Laboratory Request form (1 copy)		University Clinic		
Laboratory results		Outside Lab service provider		
Logbook		University Clinic		
Medical Certificate		University clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents a letter from respective college that requests issuance of medical certificate (e.g. OJT)	1. Receives endorsement from college	None	1 minutes	<i>Client/ Nurse/ Clerk University Clinic</i>
2. Secures a Laboratory request from university clinic.	2. Provides client with referral to laboratory.	None	1 minutes	<i>Nurse/ Clerk University Clinic</i>
3. Presents referral form to the recommended laboratory or health facility for laboratory test to be done.	3. Assists client and carry out laboratory request. (outside lab service provider)	variable	Variable	<i>Lab Service provider</i>
4. Returns to clinic and signs in the logbook and fills up necessary details.	4. Assists the patient in signing the logbook.	None	2 minutes	<i>Nurse University Clinic</i>
5. Subjects himself for initial physical examination.	5. Takes and records vital signs.	none	2 minutes	<i>Nurse University Clinic</i>



6. Subjects himself for further physical examination.	6. Conducts thorough medical and physical examination.	none	2 minutes	<i>Physician</i> University Clinic
7. Presents laboratory examination to physician.	7. Interprets laboratory exam results and correlates with status of client.	None	2 minutes	<i>Physician</i> University Clinic
8. Receives medical certificate or referral form.	8. Issues medical certificate if cleared. Issues prescription and laboratory request if found to have illness.	None	3 minutes	<i>Physician</i> University Clinic
9. Submits photocopy of signed medical certification and laboratory results	9. Receives and compiles photocopies and signed copies of med cert and lab results.	None	1 minute	<i>Nurse/ Clerk</i> University Clinic
Total:		Variable	Variable	

4. DENTAL EXAMINATION AND CONSULTATION

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Individual Dental Record		University Clinic		
Dental Examination Form		University Clinic		
Payment Order Form		University Clinic		
Consent Form		University Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	1. Assists in signing of logbook.	N/A	1 minute	<i>Nurse/ Clerk</i> University Clinic
2. Client subjects himself/herself for initial physical examination.	2. The Dentist performs thorough dental examination.	N/A	2 minutes	<i>Dentist</i> University Clinic
3. Client receives recommendation/treatment plan.	3. The Dentist suggests/recommends treatment plan: <ul style="list-style-type: none"> • Extraction 	<ul style="list-style-type: none"> • Student 75php 	2-10 minutes	<i>Dentist and Clerk</i> University Clinic



	<ul style="list-style-type: none"> Dental Filing Oral Prophylaxis 	<ul style="list-style-type: none"> Faculty/ Personnel 100php Student 200php Faculty/ Personnel 250php Student 75php Faculty/ Personnel 100php 		
4. Client receives payment order form and consent form	4. The Dentist/ Clerk issues payment order form and consent form	N/A	2 minutes	<i>Dentist/ Clerk</i> University Clinic
Total:			15 minutes	

5. DENTAL TREATMENT

Students, Faculty and personnel of CSU who have dental concerns are assessed and treated in the University Dental Clinic

Office or Division:	University Clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Faculty, Personnel			
Checklist of Requirements		Where to Secure		
Logbook		University Clinic		
Payment Order Form		University Clinic		
Consent Form		University Clinic		
Official Receipt		Cashier		
Individual Dental Record		University Clinic		
Dental Examination Form		University Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client signs in the logbook.	1. Assists in signing of logbook.	N/A	1 minute	<i>Nurse/ Clerk</i> University Clinic
2. Client presents Official Receipt, Payment Order Form and Consent form	2. Receives and verifies the forms submitted. Checks	N/A	2 minutes	<i>Nurse/ Clerk</i> University Clinic



	signatures in consent form			
3. Client subjects himself for physical examination.	3. Reassesses the patient prior to procedure	N/A	1 minute	<i>Dentist</i> University Clinic
4. Client receives treatment	4. Performs Minor Operation: <ul style="list-style-type: none"> • Extraction • Dental Filing • Oral Prophylaxis 	<ul style="list-style-type: none"> • Student 75php • Faculty/ Personnel 100php • Student 200php • Faculty/ Personnel 250php • Student 75php • Faculty/ Personnel 100php 	2-10 minutes	<i>Dentist and Clerk</i> University Clinic
5. Receives initial dose of postoperative medications	5. Dispenses initial dose of medicine	None	2 minutes	<i>Nurse</i> University Clinic
Total:			13 minutes	



REGISTRAR'S OFFICE



1. PROCEDURES FOR THE ENROLLMENT OF FRESHMEN

Enrollment of incoming first year students to be admitted in Cagayan State University.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Freshmen students			
Checklist of Requirements		Where to Secure		
Socio economic profile form		College Dean's Office		
Free Higher education opt in/opt out form				
Advising form				
Admission Test Result		Admissions Office		
PSA/NSO Birth Certificate		Philippine Statistics Authority		
Form 138/ Senior High school Card		Senior High School previously attended		
Good Moral Certificate				
Data Profile Sheet		Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_for_m.pdf		
Assessment form		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Dean's office and submits the enrollment requirements	1. Interviews applicant and reviews all the requirements needed	n/a	15 mins	<i>Program Chair/Coordinator</i> College Department
	1.1. Issues signed advising form specifying the required subjects, schedules and blocks of the freshmen.			
2. Proceeds at the Registrar's office and submits the requirements	2. Evaluates and verifies the completeness validity of requirements.	n/a	5 mins	<i>Registrar's Records Custodians</i> Registrar's Office
	2.1. Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.	n/a	10mins	<i>Registrar's Records Custodians</i> Registrar's Office
3. Proceeds at the Cashier	3. Collects enrollment fee and issues official receipt (not applicable to students who availed the free tuition and free		2mins	<i>Cashier's Staff</i> Cashier's Office



	miscellaneous - RA.10931)			
4. Proceeds at the Accounting's Office	4. Validates enrollment in SIAS and stamps the assessment - "officially enrolled"	n/a	2mins	<i>Accounting Assessment Officer</i> Accounting Office
5. Proceeds at the Registrar's Office and present the validated assessment form	5. Issues class cards	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
Total:			34mins	

2. PROCEDURES FOR THE ENROLLMENT OF OLD STUDENTS

Students must follow all the steps provided to officially enroll and be admitted in Cagayan State University.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Old students			
Checklist of Requirements		Where to Secure		
Socio economic profile form		College Dean's Office		
Advising form		College Dean's Office		
Assessment form		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Dean's office	1. Explains and instructs applicant to fill out the socio economic profile form and unifast opt in/opt out form 1.1. Provides and signs advising form from specifying the required subjects, schedule and blocks of old students	n/a	10 mins	<i>Program Chair/Coordinator</i> College Department
2. Prepares and submit the requirements	2. Evaluates and verifies validity of requirements	n/a	5 mins	<i>Registrar Records Custodians</i> Registrar's Office



	2.2 Enters enlistment data in SIAS and prints assessment document. Files all documents submitted by the enrollee.	n/a	10 mins	<i>Registrar Records Custodians</i> Registrar's Office
3. Proceeds at the Cashier	3. Collects enrollment fee and issues official receipt (not applicable to students who availed the free tuition RA.10931)	n/a	2 mins	<i>Cashier's Staff</i> Cashier's Office
4. Proceeds at the Accounting Office	4. Validates enrollment in SIAS and stamps the assessment - "officially enrolled"	n/a	2 mins	<i>Accounting Assessment Officer</i> Accounting Office
Total:			29 mins	

3. PROCEDURES FOR THE ENROLLMENT OF TRANSFEREE

The procedures for the enrollment of freshmen start from the receipt of enrollment credentials

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Transferee			
Checklist of Requirements		Where to Secure		
Socio economic profile form		College Dean's Office		
Advising form		College Dean's Office		
Admission Test Result		Admissions Office		
PSA/NSO Birth Certificate		PSA		
Form 138		Senior High School previously attended		
Good Moral Certificate		College previously attended		
Transcript of Records (TOR)		College previously attended		
Honorable Dismissal (HD)		College previously attended		
Subject Credit Form		Registrar's Office		
Data Profile Sheet		Download from CSU website: https://www.csu.edu.ph/docs/studentprofile_form.pdf		
Assessment form		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Dean's office and submit requirements	1. Explains and instructs applicant to fill out the socio economic profile form	n/a	20 mins	<i>Program Chair/Coordinator</i> College Department



	<p>and unifast opt in/ opt out form</p> <p>1.1. Verifies and approves the subjects to be credited</p> <p>1.2. Provides and signs advising form from specifying the required subjects, schedules and blocks of transferee</p>			
2. Prepares and submit the requirements at the Registrar's office	2. Evaluate and verify validity of requirements	n/a	5 mins	<i>Registrar Records Custodians Registrar's Office</i>
	2.1. Enters enlistment data and subjects credited in SIAS and prints assessment document. Files all documents submitted by the enrollee.	n/a	15 mins	<i>Registrar Records Custodians Registrar's Office</i>
3. Proceeds at the Cashier	3. Collects enrollment fee and issues official receipt (not applicable to students who availed the free tuition RA.10931)	n/a	2 mins	<i>Cashier's Staff Cashier's Office</i>
4. Proceeds at Accounting Office	4. Validates enrollment in SIAS and stamps the assessment - "officially enrolled"	n/a	2 mins	<i>Accounting Assessment Officer Accounting Office</i>
Total:			44 mins	



4. PROCEDURES FOR THE MAIDEN ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

First issuance and release of OTR of the Graduates

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Student Terminal Clearance		Registrar's Office		
Hard bound thesis (for Graduate School program)		Graduate School Dean's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Issues Document request form to be filled out by the requesting client	n/a	1 mins	<i>Program Chair/Coordinator</i> College Department
	1.1. Collects payment for issuance of OTR and issues official receipt right after	P50.00 per page	2 mins	<i>Cashier's Staff</i> Cashier's Office
	1.2. Receives required documents for issuance of OTR	n/a	3 mins	<i>Registrar's Staff</i> Registrar's Office
	1.3. Verifies academic records of the student in the system	n/a	2 mins	
	1.4. Prints, reviews and signs the OTR	n/a	5 mins	
	1.5. Verifies all required documents and signs the OTR	n/a	2 mins	
	1.6. Retrieves OTR and files a duplicate copy	n/a	3 mins	
	1.7. Dry seals the signed OTR	n/a	1 mins	
	1.8. Logs and issues OTR	n/a	5 mins	
Total:		P50.00 per page	24 mins	



5. PROCEDURES FOR THE RE-ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

Issuance of the 2nd request for OTR to the Graduates

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Issues Document request form to be filled out by the requesting client	n/a	1 mins	<i>Registrar's Staff</i> Registrar's Office
	1.1. Collects payment for issuance of OTR and issues official receipt right after	P50.00 per page	2 mins	<i>Cashier's Staff</i> Cashier's Office
	1.2. Receives required documents for issuance of OTR	n/a	3 mins	<i>Registrar's Staff</i> Registrar's Office
	1.3. Verifies academic records of the student in the system	n/a	2 mins	
	1.4. Prints, reviews and signs the OTR	n/a	5 mins	
	1.5. Verifies all required documents and signs the OTR	n/a	2 mins	
	1.6. Retrieves OTR and files a duplicate copy	n/a	3 mins	
	1.7. Dry seals the signed OTR	n/a	1 mins	
	1.8. Logs and issues OTR	n/a	5 mins	
Total:		P50.00 per page	24 mins	



6. PROCEDURES FOR THE ISSUANCE OF CERTIFICATE OF GRADES

Procedures for the issuance of Certificate of Grades

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds at the Registrar's Office	1. Issues Document request form to be filled out by the requesting client	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
	1.1. Collects payment for issuance of certificate of Grades and issues official receipt right	P30.00 per semester	2 mins	<i>Cashier's Staff</i> Cashier's Office
	1.2. Receives required documents and endorses it to the Registrar's clerk	n/a	2 mins	<i>Registrar's Staff</i> Registrar's Office
	1.3. Prints the certificate of grades from the system	n/a	2 mins	
	1.4. Verifies and initially signs the Certificate of Grades	n/a	2 mins	
	1.5. Signs the COG	n/a	1 min	
	1.6. Dry seals the Certificate of Grades	n/a	1 min	
	1.7. Logs and issues the Certificate of Grades to the client	n/a	2 mins	
Total:		P30.00 per semester	13 mins	



7. PROCEDURES FOR THE ISSUANCE OF CERTIFICATION OF AUTHENTICATION AND VERIFICATION (CAV)

Certification for Authentication and Verification is required at the DFA for employment foreign travels of the Graduates

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements			Where to Secure	
Document Request Form (DRF)			Registrar's Office	
Photocopy of Transcript of Records and Diploma			Personal Copy of the Graduate	
Official Receipt			Cashier's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Issues Document request form to be filled out by the requesting client	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
	1.1. Collects payment for issuance of CAV and issues official receipt right	P120 per set	2 mins	<i>Cashier's Staff</i> Cashier's Office
	1.2. Receives required documents and endorses it to the Registrar's clerk	n/a	2 mins	<i>Registrar's Staff</i> Registrar's Office
	1.3. Prints the certificate of grades from the system	n/a	2 mins	
	1.4. Verifies and initially signs the Certificate of Grades	n/a	2 mins	
	1.5. Signs the COG	n/a	2 mins	
	1.6. Dry seals the Certificate of Grades	n/a	1 min	
	1.7. Logs and issues the Certificate of Grades to the client	n/a	2 mins	
Total:		P120 per set	14 mins	



8. PROCEDURES FOR THE RE-ISSUANCE OF DIPLOMA

2nd issuance of the diploma to Graduates as proof of academic completion

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Graduates			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Issues Document request form to be filled out by the requesting client	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
	1.1. Collects payment for re-issuance of Diploma and issues official receipt right	P200.00 per re-issuance	2 mins	<i>Cashier's Staff</i> Cashier's Office
	1.2. Receives required documents and endorses it to the Registrar's clerk	n/a	2 mins	<i>Registrar's Staff</i> Registrar's Office
	1.3. Prints Diploma from the system	n/a	2 mins	
	1.4. Verifies and initially signs the Diploma	n/a	2 mins	
	1.5. Dry seals the Diploma	n/a	1 min	
	1.6. Logs and issues the Diploma to the client on the scheduled date of release	n/a	2 mins	
Total:		P200.00 per re-issuance	14 mins	



9. PROCEDURES FOR ADDING/CANCELLING/DROPPING OF SUBJECTS

Subjects can be added, cancelled and dropped within one (1) week from the first day of class provided it's approved by the college dean

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Document Request Form (DRF)		Registrar's Office		
Adding/cancelling/dropping form		Department		
Official Receipt		Cashier's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Receives accomplished adding / Cancelling /Dropping form duly signed by the professor/ Instructor and approved by the college dean and Official receipt as proof of payment	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
	1.1. Verifies the records of the client	n/a	3 mins	
	1.2. Approves/ Disapproves the Adding/ Cancelling/ Dropping form submitted by the student	n/a	5 mins	
	1.3. Enters the added/cancelled/dropped subjects in the student's record and in the system	n/a	2 mins	
	1.4. Files a Registrar's copy of the approved form and releases to the student the duplicate copies (Student's and Dean's copies of the form)	n/a	2 mins	
	1.5. Instructs the student to proceed at the accounting office for update of the account.	n/a	1 min	
	1.6. Issues a new copy of the assessment document with updated fees	n/a	3 mins	
Total:			17 mins	



10. PROCEDURES FOR THE RECTIFICATION OF GRADES

Rectification of grade is valid only if the faculty has erroneously entered a grade on the grading sheet or made an error in the computation

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Request Letter from the Instructor and Grade Sheet (duly signed and approved by the Dean)		Instructor/Professor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Receives request letter to rectify the grade of a student prepared by the Instructor/Professor and approved by the college dean with attached updated grade sheet	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
	1.1. Retrieves the original grade sheet submitted and verifies the validity of the request	n/a	3 mins	
	1.2. Approves/ disapproves the request for rectification	n/a	1 min	
	1.3. Reflects the updated grade/s in the record of the student and in the system	n/a	5 mins	
	1.4. Attaches the approved request on the permanent file of the concerned student	n/a	2 mins	
Total:			13 mins	



11. PROCEDURES FOR THE COMPLETION OF GRADES

Completion of incomplete grades submitted by the faculty within 1 a period of 1 year

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Completion form (duly signed and approved by the Dean)		Instructor/Professor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Receives the completion form and reviews completeness of request form	n/a	1 min	Registrar's Staff Registrar's Office
	1.1. Retrieves the original grade sheet submitted and verifies the validity of the request	n/a	3 mins	
	1.2. Reviews and verifies the request for completion	n/a	5 mins	
	1.3. Approves/ disapproves the request for completion	n/a	1 min	
	1.4. Reflects the updated grade/s in the record of the student and in the system	n/a	5 mins	
	1.5. Attaches the approved request on the permanent file of the concerned student	n/a	2 mins	
Total:			17 mins	



12. PROCEDURES FOR DROPPING OUT

Students may be allowed to drop from a course only before the conduct of the mid term examination

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Drop-out form		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed at the Registrar's Office	1. Receives accomplished Drop-out Form from client, duly approved by the college	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
	1.1. Verifies the validity of the drop out form	n/a	2 mins	
	1.2. Approves/ Disapproves the drop-out form	n/a	3 mins	
	1.3. Enters the mark "DRP" in all subject registered by the student during the current semester	n/a	3 mins	
	1.4. Retains Registrar's copy and releases Student's, Dean's and Accounting's copies of the drop out form	n/a	1 min	
Total:			10 mins	



13. PROCEDURES FOR THE ISSUANCE OF HONORABLE DISMISSAL

The procedures for the issuance of Honorable Dismissal cover the processes involved from the receipt of the request for Honorable Dismissal to the issuance of Honorable Dismissal to the client.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Officially Enrolled Students			
Checklist of Requirements		Where to Secure		
Document Request Form		Registrar's Office		
Student Clearance		Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Registrar's Office	1. Receives accomplished DRF, official receipt and accomplished undergrad student clearance.	n/a	1 min	<i>Registrar's Staff</i> Registrar's Office
	1.1. Verifies academic records and documents.	n/a	10 mins	
	1.2. Issues transfer credential/ Honorable dismissal with attached COG	n/a		
	1.3. Files duplicate copy of HD.	n/a		
Total:			11 mins	



SUPPLY OFFICE



1. PROCUREMENT

Acquisition of supplies, materials and equipment

Office or Division:	Supply			
Classification:	Simple			
Type of Transaction:	Government to Business Entity G2G – Government to Government			
Who may Avail:				
Checklist of Requirements		Where to Secure		
Purchase Request		Supply office		
Abstract of Quotation		Bids and Awards Committee		
Purchase Order		Supply Office		
Inspection and Acceptance Report		Supply Office		
Requisition and Issuance of Supplies, Materials, Property Acknowledgement Report Inventory Custodian Slip		Supply Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Receive approved Purchase Request and assign numbers and forwards to Budget office	1. Assign earmark	None	1 day	<i>Supply Officer, Supply Office Staff Supply Office</i>
2. Receive approved abstract of quotations from VPAF Office and prepares purchase order/Job Order assign number and forwards to the Budget office	2. Certifies as to availability of funds	None None	1 day	<i>Supply Officer, Supply Office Staff Supply Office</i>
2.1. Delivery of Supplies, Materials and Equipment	2.1. Approval	none	7-15 days	<i>Supply Officer Supply Office</i>
2.2. Inspection and Acceptance	2.2. Acceptance	none	15 minutes	<i>End user, Inspection Officers</i>
3. Issuance of Supplies, Materials, Equipment	Approval	none	20 minutes	<i>Supply Office Staff Supply Office</i>
Total:		none		



OFFICE OF STUDENT DEVELOPMENT AND WELFARE



1. UNIVERSITY BASED SCHOLARSHIP (GRADUATE SCHOOL, COLLEGE OF LAW, COLLEGE OF MEDICINE)

This procedure is aimed at facilitating student application for University Based scholarship

Office or Division:	Office of Student Development and Welfare			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students in the Graduate School, College of Law and College of Medicine			
Checklist of Requirements		Where to Secure		
Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW – Scholarship -in-charge		
Photocopy of Enrolment/Assessment form (1 copy)		CSU/Registrar's Office		
Photocopy of Appointment/ Certificate of Employment of the Regular Employee (1 copy)		CSU/Records Office/HR Office		
Photocopy of School ID		CSU/IMC Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/ Client Logbook 1.1. Applies for Scholarship	1. Determines the scholarship being applied for 1.1. Gives the applicant the Scholar Data Form 1.2. Advises the applicant of the documentary requirements	None	5 minutes	OSDW Staff OSDW Office
2. Fills out the Scholar Data Form 2.1. Submits the duly accomplished Scholar Data Form	2. Receives the documentary requirements 2.1. Checks completeness/ correctness of documents submitted 2.2. Evaluates scholarship application	None	15 minutes	OSDW Staff OSDW Office
3. Seeks approval of the OSDW Director	3. Approves/ Disapproves	None	10 minutes	OSDW Director OSDW Office



	scholarship application			
4. Presents the original copy of Enrolment/ Assessment Form	4. Stamps the original Enrolment/ Assessment with the approved scholarship grant	None	2 minutes	OSDW Staff OSDW Office
Total:		None	32 minutes	

2. UNIVERSITY BASED SCHOLARSHIP (UNDERGRADUATE FINANCIAL INCENTIVE PROGRAM)

This procedure is aimed at facilitating student application for university based scholarship (Financial Incentive Program)

Office or Division:	Office of Student Development and Welfare			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students in the Undergraduate programs			
Checklist of Requirements		Where to Secure		
Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW – Scholarship -in-charge		
Photocopy of Senior High School Card for first year students/ Latest Certification of grades for higher year levels (1 copy)		DEPED/Secondary School - Principal's Office CSU/Registrar's Office		
Photocopy of Excellence Award Certificate (first year students only) (1 copy)		DEPED/Secondary School - Principal's Office		
Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Photocopy of School ID (1 copy)		CSU/IMC Office		
Photocopy of PWD ID (for PWD applicants only) (1 copy)		DSWD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Visitor's/ Client Logbook 1.1. Applies for Scholarship	1. Determines the scholarship being applied for 1.1. Gives the applicant the Scholar Data Form 1.2. Advises the applicant of the documentary requirements	None	5 minutes	OSDW Staff OSDW Office



<p>2. Fills out the Scholar Data Form</p> <p>2.1. Submits the duly accomplished Scholar Data Form</p>	<p>2. Receives the documentary requirements</p> <p>2.1. Checks completeness/ correctness of documents submitted</p> <p>2.2. Evaluates scholarship application</p>	None	15 minutes	<p><i>OSDW Staff</i> OSDW Office</p>
	<p>3. Encodes the name of the student in the Masterlist</p>	None	2 minutes	<p><i>OSDW Staff</i> OSDW Office</p>
	<p>4. Prepares Payroll and Voucher</p>	None	3 working days (after the 4-days application period)	<p><i>OSDW Staff</i> OSDW Office</p>
	<p>5. Certifies the correctness of the payroll and signs the voucher</p>	None	5 minutes	<p><i>OSDW Director/OSDW Coordinator</i> OSDW Office</p>
	<p>6. Forwards the payroll, voucher and documentary requirements to the Budget Office for Obligation</p>	None	10 minutes	<p><i>OSDW Staff</i> OSDW Office</p>
Total:		None	7 days	



3. PRIVATE BASED AND GOVERNMENT BASED SCHOLARSHIP

This procedure is aimed at facilitating student application for private and government based scholarship

Office or Division:	Office of Student Development and Welfare			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students in the Undergraduate programs			
Checklist of Requirements		Where to Secure		
Duly accomplished Scholar Data Form (1 copy)		CSU/OSDW – Scholarship -in-charge		
Photocopy of Senior High School Card for first year students/Latest Certification of grades for higher year levels (1 copy)		DEPED/Secondary School - Principal's Office CSU/Registrar's Office		
Notice of Award or Certification from the Scholarship Provider/ Masterlist provided by the scholarship provider (1 copy)		CHED/Scholarship Provider		
Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar's Office		
Doc. 5 - Photocopy of School ID (1 copy)		CSU/IMC Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Client/Visitor's Logbook 1.1. Presents Notice of Award/Certification from the scholarship provider/Inclusion in the List of Scholars provided by the scholarship provider	1. Checks Notice of Award/Certification from the scholarship provider presented or verify name if included in the List of Scholars provided by the scholarship provider 1.1. Gives the applicant the Scholar Data Form 1.2. Advises the applicant of the documentary requirements	None	10 minutes	OSDW Staff OSDW Office
2. Fills out the Scholar Data Form 2.1. Submits the duly accomplished Scholar Data Form together with the documentary requirements	2. Receives the documentary requirements 2.1. Reviews documents submitted.	None	15 minutes	OSDW Staff OSDW Office



	2.2. Prepares Payroll and Voucher	None	1 hour (after the 5 days application period)	OSDW Staff OSDW Office
	2.3. Certifies the correctness of the payroll and signs the voucher	None	10 minutes	OSDW Director/OSDW Coordinator OSDW Office
	2.4. Forwards the payroll, voucher and documentary requirements to the Budget Office for Obligation	None	10 minutes	OSDW Staff OSDW Office
Total:		None	6 days	

4. STUDENT ASSISTANTSHIP

This procedure is aimed at facilitating student application for student assistantship which provides opportunities for students to work during their vacant time.

Office or Division:	Office of Student Development and Welfare			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students in the Undergraduate programs			
Checklist of Requirements		Where to Secure		
Doc. 1 - Duly accomplished Student Assistantship Application Form (1 copy)		CSU/OSDW – Student Assistantship -in-charge		
Doc. 2 – Photocopy of Assessment/Enrolment Form for the current semester (1 copy)		CSU/Registrar’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Client/Visitor’s Logbook 1.1 Applies for Student Assistantship	1. Gives the student application form for student assistantship 1.1. Advises the student of the documentary requirements	None	1-5 minutes	OSDW Staff OSDW Office
2. Fills out the Student Assistantship Application form 2.1. Submits the duly accomplished application form together with the	2. Receives the documentary requirements 2.1. Reviews documents submitted	None	10-15 minutes	OSDW Staff OSDW Office



documentary requirements	2.2. Screens the application of the student as to the Class Schedule 2.3. Schedules the interview			
3. Presents himself/herself for interview	3. Conducts interview	None	10 minutes	<i>OSDW Staff OSDW Office</i>
	3.1. Prepares the final list of Student Assistants	None	1 hour (after 4 days of application period)	<i>OSDW Staff OSDW Office</i>
	3.2. Endorses to the VPAA for recommendation to the President/ Campus Executive Officer for the approval of their applications	None	10 minutes	<i>OSDW Director/OSDW Coordinator Campus OSDW Office</i>
	3.4. President/ Campus Executive Officer Approves the List 3.5. Once approved, prepares Special Order/Office Order for signature of the University President/ Campus Executive Officer	None	1 day	<i>University President/ Campus Executive Officer President's Office/ CEO Office</i>
4. Receives copy of Special Order	4. Gives copies of Special Order/Office Order to qualified students as well as to the concerned offices 4.1. Informs students on the schedule of orientation	None	1 day	<i>OSDW Staff OSDW Office</i>
5. Attends Orientation of student assistants	5. Conducts orientation of student assistants 5.1. Deploys students to their respective office assignment	None	1 day	<i>OSDW Director/OSDW Coordinator and OSDW Staff OSDW Office</i>
Total:		None	7 days	



5. ACCREDITATION AND RE-ACCREDITATION OF STUDENT ORGANIZATION

This procedure is aimed to ensure that all student organizations comply with the requirements necessary for accreditation/re-accreditation and that all student organizations are given or issued a certificate of accreditation.

Office or Division:	Office of Student Development and Welfare	
Classification:	Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	Student Organizations for accreditation or re-accreditation	
	Checklist of Requirements	Where to Secure
	A. For Accreditation	
	Request letter addressed to the Campus Executive Officer duly endorsed by the Office of Student Development and Welfare (Pro Forma Form) (1 copy)	CSU/OSDW
	A copy of Constitution and by – laws (1 copy)	CSU/Student Organization Office
	List of officers and members of the organization (Pro Forma Form) (1 copy)	CSU/OSDW
	Request letter and acceptance of advisers (Pro Forma Form) (1 copy)	CSU/OSDW
	Directory of Officers and Members (Pro Forma Form) (1 copy)	CSU/OSDW
	General Action Plan for the School Year (Pro Forma Form) (1 copy)	CSU/OSDW
	B. For Re-accreditation	
	Request letter addressed to the Campus Executive Officer duly endorsed by the Office of Student Development and Welfare (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office
	A copy of Constitution and by – laws (if amended) (1 copy)	CSU/Student Organization Office
	Request letter and acceptance of advisers (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office
	Updated Directory of Officers and Members (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office
	General Action Plan for the School Year (Pro Forma Form) (1 copy)	CSU/OSDW/Student Organization Office



Accomplishment Reports ((Pro Forma Form) (1 copy)		CSU/OSDW/Student Organization Office		
Financial Reports prepared by the financial secretary, checked by the auditor, noted by the president and the adviser/s and further noted by the College Dean (Pro Forma Form) (1 copy)		CSU/OSDW/Student Organization Office		
Inventory of Supplies and Equipment (1 copy)		CSU/Student Organization office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Monitors the schedule of accreditation/re-accreditation	1. Posts schedule of accreditation/re-accreditation of student organizations	None	30 minutes	<i>OSDW Staff</i> OSDW Office
2. Signs in the Client/Visitor's Logbook 2.1. Applies for accreditation/re-accreditation 2.2. Submits documentary requirements	2. Receives the documentary requirements 2.1. Checks completeness/correctness of documents submitted 2.2. Evaluates the application	None	1 hour	<i>OSDW Staff</i> OSDW Office
3. Seeks recommendation and approval of application	3. Recommends to the Campus Executive Officer the approval of application (Campus Level) 3.1. Forwards the List of Accredited Organization to the Director of OSDW	None	2 days	<i>OSDW Coordinator</i> Campus OSDW Office
	3.2. Prepares the Certificate of Accreditation	None	1 day	<i>OSDW Staff</i> OSDW Office
	3.3. Signs the Certificate of Accreditation	None	30 minutes	<i>OSDW Director</i> OSDW Office
	3.4. Forwards to the Office of the Vice President for Academics for recommendation to the Office of the President for approval and signing of the Certificates of Accreditation	None	10 minutes	<i>OSDW Staff</i> OSDW Office



	3.5. The VPAA and the President sign the Certificate of Accreditation	None	2 days	VPAA and University President VPAA Office/ President's Office
4. Receives Certificate of Accreditation	4. Distributes the Certificate of Accreditation to concerned Student Organization officers	None	1 day	OSDW Staff OSDW Office
Total:		None	15 days	

6. APPLICATION FOR THE SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS OR RA 9547

This procedure is aimed at facilitating the application of interested students who may avail of SPES.

Office or Division:	Office of Student Development and Welfare			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may Avail:	Students in the Undergraduate programs			
Checklist of Requirements		Where to Secure		
Certificate of Enrollment/Indigence/Employment(DOLE Pro Forma Forms) (1 copy)		DOLE/CSU-OSDW		
SPES Application Form (DOLE Pro Forma Forms) (1 copy)		DOLE/CSU-OSDW		
SPES oath of Undertaking (DOLE Pro Forma Forms) 1 (copy)		DOLE/CSU-OSDW		
SPES Contract (DOLE Pro Forma Forms) (1 copy)		DOLE/CSU-OSDW		
Photocopy of Enrolment/Assessment Form (1 copy)		CSU/Registrar's Office		
Photocopy of School ID (1 copy)		CSU/IMC Office		
Photocopy of Birth Certificate (1 copy)		PSA		
Latest Certification of Grades (1 copy)		CSU/Registrar's Office		
Student Assistantship Form (1 copy)		CSU/OSDW		
1 x 1 ID picture of the student applicant (1 copy)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Accomplishes Pledge of Commitment and certification as to the availability of funds	None	30 minutes	OSDW Staff OSDW Office



	1.1. The Budget officer and the University President signs the pledge of commitment and certification of the availability of funds	None	1 hour	<i>Budget Officer</i> Budget Office <i>University President</i> President's Office
	1.2. Submits the Pledge of Commitment and the Certification of Availability of Funds to DOLE RO2	None		<i>OSDW Staff</i> OSDW Office
2. Monitors the announcement for Special Program for Employment of Students	2. Posts/Informs students of the opening of the SPES Program of DOLE	None	30 minutes	<i>OSDW Staff</i> OSDW Office
3. Signs in the Client/Visitor's Logbook 3.1. Applies at the OSDW 3.2. Fills-out student assistantship application form	3. Distributes student assistantship application form 3.1. Schedules interview	None	10 minutes	<i>OSDW Director/OSDW Coordinator</i> OSDW Office
4. Presents himself/herself for interview	4. Conducts interview 4.1. Evaluates the application of the students	None	15 minutes	<i>OSDW Staff</i> OSDW Office
5. Accomplishes DOLE Forms 5.1. Secures documentary requirements	5. Distributes DOLE Forms to qualified student applicants and list of other requirements 5.1. Sets deadline of submission of requirements	P 5.50 (GSIS Insurance fee)	15 minutes	<i>OSDW Staff</i> OSDW Office
6. Submits duly accomplished forms and other documentary requirements	6. Receives forms and documentary requirements of the applicants 6.1. Checks completeness/correctness of forms and	None	10 minutes	<i>OSDW Staff</i> OSDW Office



	documents submitted Endorses to the OSDW Director			
	6.2. Prepares the GSIS Insurance Coverage and Placement Report to be signed by the OSDW Director/ Coordinator and the University President/ CEO	None	20-30 minutes	<i>OSDW Staff</i> OSDW Office
	6.3. Recommends to the President through the Vice President for Academic Affairs / Campus Executive Officer those who are qualified to be recipients of the DOLE –SPES Program	None	10 minutes	<i>OSDW Director/OSDW Coordinator</i> OSDW Office
	6.4. Signs the Placement Report and GSIS Insurance Coverage	None	10 minutes	<i>University President/CEO</i> President's Office/CEO Office
	6.5. Releases Special Order	None	1 day	<i>University President</i> President's Office
7. Receives copy of Special Order	7. Gives copies of Special Order to concerned Offices and to students qualified as SPES recipient	None	1 day	<i>OSDW Staff</i> OSDW Office
	7.1. Submits to the DOLE RO2 Placement Report, GSIS Insurance Coverage and Documentary Requirements of the beneficiaries	None	1 day	<i>OSDW Staff</i> OSDW Office
Total:		P 5.50	15 days	



7. APPROVAL OF CONDUCT OF STUDENT ACTIVITIES (CAMPUS LEVEL)

This procedure is aimed to ensure that all student activities are properly coordinated and approved by authorities.

Office or Division:	Office of Student Development and Welfare			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student Organizations			
Checklist of Requirements		Where to Secure		
Request Letter (1 copy)		CSU/Student Organization Office		
Activity Proposal/ Plan (1 copy)		CSU/Student Organization Office		
Budget plan if it entails expenses (1 copy)		CSU/Student Organization Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Clients/Visitors Logbook 1.1. Presents letter-request	1. Reviews the request for previous details (noted by the student organization adviser and endorsed by the Dean) and attachments	None	3 minutes	<i>OSDW Staff OSDW Office</i>
2. Seeks endorsement of the OSDW Coordinator to the Campus Executive Officer for	2. Evaluates the request 2.1. Conducts short interview 2.2. Endorses the activity to the Campus Executive Officer	None	5-10 minutes	<i>OSDW Coordinator Campus OSDW Office</i>
3. Seeks approval of Campus Executive Officer	3. Approves/ Disapproves the conduct of the activity	None	5-10 minutes	<i>Campus executive Officer CEO Office</i>
Total:		None	23 minutes	



8. APPROVAL OF CONDUCT OF STUDENT ACTIVITIES (UNIVERSITY LEVEL)

This procedure is aimed to ensure that all student activities are properly coordinated and approved by authorities.

Office or Division:	Office of Student Development and Welfare			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Student Organizations			
Checklist of Requirements		Where to Secure		
Request Letter (1 copy)		CSU/Student Organization Office		
Activity Proposal/ Plan (1 copy)		CSU/Student Organization Office		
Budget plan if it entails expenses (1 copy)		CSU/Student Organization Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Clients/Visitors Logbook 1.1. Presents letter-request	1. Reviews the request for previous details (signed by the head of the organization, noted by the adviser, to be endorsed by the OSDW Director, recommending approval of the VPAA and approval of the President) and attachments	None	3 minutes	<i>OSDW Staff</i> OSDW Office
2. Seeks endorsement of the OSDW Director	2. Evaluates the request 2.1. Conducts short interview 2.2. Endorses the activity to the Vice President for Academic Affairs	None	5-10 minutes	<i>OSDW Director</i> OSDW Office
3. Seeks recommendation of Vice President for Academic Affairs	3. Recommends to the University President the conduct of the activity	None	10 minutes	<i>Vice President for Academic Affairs</i> VPAA Office
4. Seeks approval of the University President	4. Approves/ Disapproves the conduct of the activity	None	1 day	<i>University President</i> President's Office
Total:		None	1 day	



9. SIGNING OF STUDENT CLEARANCE

This procedure is aimed to ensure that all students are cleared from money and other accountabilities before securing credentials.

Office or Division:	Office of Student Development and Welfare			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
Checklist of Requirements		Where to Secure		
Student Clearance (1 copy)		CSU/Registrar's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Clients/Visitors Logbook 1.1 Presents duly filled-out Student Clearance Form	1. Receives student clearance Form 1.1. Checks for the completeness of information in the Student Clearance Form 1.2. Endorses to the OSDW Director/ Coordinator for signature	None	5-10 minutes	OSDW Staff OSDW Office
2. Seeks the signature of the OSDW Director/OSDW Coordinator	2. Conducts short interview 2.1. Signs the clearance	None	5-10 minutes	OSDW Director/OSDW Coordinator OSDW Office
Total:		None	20 minutes	



10. STUDENT PUBLICATION EDITORIAL BOARD SCREENING

This procedure is aimed to ensure that qualified student writers are selected in the Editorial Board.

Office or Division:	Office of Student Development and Welfare			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Aspiring student journalists/writers			
Checklist of Requirements			Where to Secure	
Editorial Board Application Form (1 copy)			CSU/OSDW	
Photocopy of Assessment/Enrolment Form (1 copy)			CSU/Registrar's Office	
Photocopy of Senior High School Card for first year students/Latest certification of grades for higher year levels (1 copy)			DEPED/Secondary School/Principal's Office CSU/Registrar's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Monitors the posting of announcement for the selection Student Publication Editorial Board.	1. Posts announcements on the schedule for the selection of Student Publication editorial board. 1.1. Sends communications to the different college deans on the schedule of the Student Publication Editorial Board Screening	None	1 hour	<i>OSDW Staff</i> OSDW Office
2. Accomplishes Editorial Board application form	2. Creates Screening Committee and request for Office order from the Campus Executive Officer 2.1 Distributes application form for the screening 2.2. Schedules the Screening	None	1-3 days	OSDW Coordinator



3. Takes the screening procedures	<p>3. Conducts the Screening</p> <p>3.1. Interviews applicants/check written exams</p> <p>3.2. Submits Result of the Screening of the Student Publication Editorial Board</p>	None	2 days	<i>Screening Committee</i>
	3.3. Endorses the result of Screening to the Office of the Campus Executive Officer for the preparation of Office Order	None	20 minutes	<i>OSDW Coordinator</i> Campus OSDW Office
	3.4. Releases Office of Order: on the Composition of the Student Publication Editorial Board	None	1 day	<i>Campus Executive Officer</i> CEO Office
4. Receives Office Order	4. Distributes copy of Office Order to qualified Editorial Board Staff	None	4 hours	<i>OSDW Staff</i> OSDW Office
Total:		None	7 days	



11. ISSUANCE OF CERTIFICATIONS ON SCHOLARSHIP, LEADERSHIP, JOURNALISM, AND ADVISORSHIP

This procedure is aimed to issue certifications to students and other stakeholders as requested.

Office or Division:	Office of Student Development and Welfare			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Graduates, Faculty Members, Parents			
Checklist of Requirements		Where to Secure		
Request form (1 copy)		CSU/OSDW		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Signs in the Clients/Visitors Logbook 1.1. Fills-out request form	1. Checks records 1.1. Prepares certification 1.2. Endorses to the OSDW Director/ Coordinator for signature	None	5-10 minutes	<i>OSDW Staff</i> OSDW Office
2. Seeks for the OSDW Director's/OSDW Coordinator's signature	2. Signs the certification	None	3-5 minutes	<i>OSDW Director/OSDW Coordinator</i> OSDW Office
Total:		None	15 minutes	



FEEDBACK AND COMPLAINTS MECHNISMS	
How to send a feedback	Clients may accomplish our Feedback Form available in the frontline offices and put in the drop box at the University Information Desk. Clients may also send their feedback through the University website.
How the feedback is processed	<ol style="list-style-type: none"> 1. Feedbacks gathered are channeled to the QMR for action. 2. The QMR forwards all positive feedback to the concerned office/s. these are considered best practices for continuing implementation. Records are kept for reference and shall follow the Records Control Procedure. 3. Negative feedback are verified by and internal audit, forwarded to the office/s concerned through the action plan and status of implementation form following the established procedure for non-conformity resolution corrective and preventive action detailed in the next section.
How to file a complaint	Complaints may be filed immediately through the Officer of the Day at the Information and Help Desk who shall direct the client to the office of the QMR for proper documentation.
How the complaints are processed	Complaints are verified and immediate solution/s shall be offered and executed.
Contact Information of ARTA, PCC, CCB	ATRA: complaints@arta.gov.ph , 8478 5093 PCC: 8888 CCB: 0908 881 6565 (SMS)



List of Offices

Office	Address	Contact Information
Accounting Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-7115
Admission's Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 377-1349
Auxiliary Service Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-2207
Cashier's Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-0098 loc.126
Bids and Award Committee	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 377-5520
Guidance and Counseling Center	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-2374
Human Resource Management Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-0098 loc. 133
Library Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-5042
Medical and Dental Services	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-9437
Registrar's Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-0098 loc. 123
Supply Office	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 375-0780
Office of Student Development and Welfare	CSU Andrews Campus, Caritan Sur, Tuguegarao City	(078) 844-1903

**Republic of the Philippines
CAGAYAN STATE UNIVERSITY
The University President
Andrew Campus
Tuguegarao City**

CERTIFICATION

This certifies that the Citizens' Charter to which this certification is attached has been duly approved by the Administrative Council and the Executive Committee of the Cagayan State University and does embody the processes, flows and time requirements for the accomplishment of tasks in the key offices of the university that deal directly with the public.

This certification is issued this 6th day of December, 2019 at Tuguegarao City.

FOR THE UNIVERSITY PRESIDENT:



FR. RANHILIO CALLANGAN AQUINO
Vice-President for Administration and Finance